

Public Works

City of Newton Performance Management Scorecard

July 2013

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.								
% of projects under budget	Keep 100% of project under budget	100	100	100		100	100	
% of projects on schedule	Keep a mininum of 90% of projects on schedule	80	90	88		85	88	
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.								
% of water/sewer requests resolved within SLA	Keep % at or above the monthly average	78	78	70		70	70	
Total water meter transmitters replaced	Monthly progress targets	N/A	0	24695		N/A	N/A	N/A
Water meters/City-managed exceptions yet to be installed	Monthly progress targets	N/A	0	156		N/A	N/A	N/A
3. Maintain public streets and sidewalks in a safe and passable condition.								
Streetlamp repair backlog	Reduce backlog to less than 100 streetlamps	109	100	139		111	139	
% of streetlamps repaired within 14 days of receipt	Repair at least 90% of streetlamps within 14 days	92	90	88		95	88	
Backlog of sidewalk repair requests	Reduce sidewalk backlog in FY12	394	394	16		200	16	
% of sidewalks made safe within 5 days	Make at least 95% of sidewalks safe within 5 days	95	95	93		95	93	
% of potholes repaired within 2 business days	Repair at least 95% of potholes within 2 days	92	95	92		88	92	
4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.								
Trash tonnage (total)	Monthly progress targets	N/A	0	1806		1741	1806	
Recycling tonnage (curbside only)	Monthly progress targets	N/A	0	850		859	850	
Curbside recycling % of total tonnage	Maintain a recycling rate of 35% or more	33%	35%	32%		35%	32%	
% of trash pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collector	99.89	99.50	99.80		99.89	99.80	
% of recycling pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collections	99.92	99.50	99.92		99.94	99.92	

Notes